

AMENDMENT TO THE CLAIMS

This communication is in response to the Final Office Action mailed December 3, 2004, for which a three-month shortened statutory period with a one month extension for response is set for April 3, 2004.

AMENDMENT TO THE CLAIMS

Please amend the specification of the present application as set forth below. In accordance with the PTO's amendment format, changes are shown by strikethrough (for deleted matter) and underlining (for added matter).

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Claims 1-20 were originally filed.

Claims 1-6, 9, 16, 17, 18, and 20 have been amended.

Claims 7, 8, 11, 13, 14, and 19 are cancelled.

No new claims have been added.

10 Accordingly, claims 1-6, 9, 10, 12, 15-18, and 20 are pending in the application.

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1. (Currently Amended) A system, comprising:
a workstation having ~~one or more computers~~ a first computer, the first
15 computer is in data communication with a second computer via a network,
wherein the second computer is outside of the workstation and the second
computer is controlled by a third party;

one or more printing devices that are connected to ~~devices connected to~~
at least one the first ~~computer in the workstation;~~

20 a remote diagnostics center that is located outside the workstation and
includes at least the second computer, wherein the remote diagnostic center is
configured to communicate with the one or more printing devices and execute a
printing device management application to obtain diagnostic data from the one
or more printing devices, wherein the diagnostic applications change printing
25 device settings on the one or more printing devices ~~after receiving explicit~~
~~authorization to do so from a workstation computer;~~ and

wherein ~~the~~ a user interface displays diagnostic information on the first
computer regarding the at least one printing device, and wherein the user

interface includes a share mechanism that, only when actuated at the first computer, allows the remote diagnostic center to display the user interface on the second computer, and wherein the printing device settings of the first computer can be changed by input to the user interface at the second computer
5 that are applied to the first computer ~~diagnostic data is simultaneously viewable at the remote diagnostics center and at the workstation computer authorizing the remote diagnostics center to obtain the diagnostic data.~~

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10 2. (Currently Amended) The system as recited in claim 1, wherein at least one of the one or more printing devices is directly connected to a ~~workstation~~ the first computer.

15 3. (Original) The system as recited in claim 1, wherein at least one of the one or more printing devices is connected to the workstation through a local network.

4. (Currently Amended) The system as recited in claim 1, wherein:
the system comprises at least two printing devices;
a first printing device is directly connected to a ~~workstation~~ the first
20 computer; and
a second printing device is connected to the ~~workstation~~ first computer through a local network.

25 5. (Currently Amended) The system as recited in claim 1, wherein the remote diagnostics center ~~further comprises a printer information management system that~~ communicates with the ~~workstation through~~ first computer via the Internet.

6. (Currently Amended) The system as recited in claim 5, wherein the printer information management ~~system~~ application is stored on an Internet website.

5 7. (Canceled)

8. (Canceled)

9. (Currently Amended) A method, comprising:

10 communicating with a workstation having a first computer ~~one or more computers and~~ at a second computer over a network, wherein at least one printing device is in communication with the first ~~connected to a workstation computer, and wherein the second computer is included in a remote diagnostics center;~~

15 receiving ~~explicit~~ authorization from a the first ~~workstation~~ computer to view diagnostic data that is related to the printing device at the second computer, and transmit printing device commands related to the printing device in response to the diagnostic data from the second computer device to the first computer device, said authorization resulting from a user interface at the first

20 computer ~~access printing device diagnostic data;~~

receiving and displaying the user interface that displays the diagnostic data at the second computer from each a printing device of the ~~workstation~~ first computer only if the explicit authorization to access printing device diagnostic data has been received; and

25 ~~wherein~~ simultaneously displaying the user interface that displays the diagnostic data that is displayed is simultaneously displayed at the workstation first computer that has authorized access to the printing device diagnostic data diagnostic data at the second computer.

10. (Currently Amended) The method as recited in claim 10, wherein the ~~workstation includes~~ first computer is connected to at least two printing devices, and at least one printing device is connected to the ~~workstation~~ first computer through a local network.

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11. (Canceled)

12. (Currently Amended) The method as recited in claim 10, wherein the communicating further comprises communicating with the first computer ~~workstation~~ through the Internet.

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13. (Canceled)

14. (Canceled)

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15. (Original) The method as recited in claim 10, wherein the printing devices further comprise printers.

16. (Currently Amended) A method, comprising:

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initiating a printer information management system ~~from a computer of a~~ between a workstation system having a first computer over a network to a second computer that is operated by a third party one or more computers and, wherein one or more printers are connected to the workstation computers to the first computer, the printer information management system ~~obtaining~~ executing at least one diagnostic program to obtain diagnostic data from the one or more printers that is applied to the first computer; and

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granting explicit permission to ~~a remote user~~ the second computer from the first computer to view and control the printer information management

system to execute the diagnostic program to obtain ~~access the~~ diagnostic data from the one or more printers; and

viewing displaying a user interface including the diagnostic data at the workstation first computer at the same time that the user interface including the
5 diagnostic data is being viewed by displayed at the second computer remote user, wherein commands can be applied over the user interface from the second computer that are directed at the first computer.

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10 17. (Currently Amended) The method as recited in claim 16 48, wherein the ~~granting permission to a remote user further comprises granting permission to a remote user to access the diagnostic data through an Internet connection~~ maintaining simultaneous control further comprises displaying the user interface at the first computer while commands are entered via the user interface at the second computer.

15 18. (Currently Amended) The method as recited in claim 16 49, wherein at least a portion of the printer information management system ~~is stored on an Internet website and is concurrently accessible by two or more users~~ exists at both the first computer and the second computer.

20 19. (Canceled)

25 20. (Currently Amended) The method as recited in claim ~~48~~ 16, wherein maintaining simultaneous control further comprises the capability to enter commands at both the first computer and at the second computer the printer information management system is network based, and the initiating further comprises launching the printer information management system through a network connection.